# Performance Appraisals

## Introduction

This document is aimed to provide all employees with information about the ‘Performance Appraisal’ process undertaken at My Support and Care Services Ltd.

My Support and Care Services Ltd are committed to the development of the business and its employees alike. ‘Performance Appraisals’ are a tool in which we can measure the performance of employees, recognise the achievements of individuals, set objectives for the employee and receive feedback and ideas about improving our service.

## Policy

A ‘Performance Appraisal’ will take place with each employee at least annually, and will be conducted by the service manager.

**Procedures**

***When***

The service manager will write to you informing you of the date of your ‘Performance Appraisal’ taking into consideration your hours of work and the needs of the customers. You will be informed of this date at least one month prior to your Performance Appraisal, if for any reason this date is not convenient you will be asked to liaise with the service manager to arrange a mutually convenient time.

***Venue***

Performance Appraisals will take place in the meeting room at the Head Office. The service manager will ensure that the meeting will be free of interruptions and disturbances.

***Self-Assessment Questionnaire***

Included in your letter stating the date of your Performance Appraisal will be a self-assessment questionnaire as part of the preparation for the meeting. You will be asked to complete this and return it to the service manager within 10 working days of receiving it.

***The Performance Appraisal***

For successful, positive and beneficial Performance Appraisals it is important that both you and your line manager express your views freely and frankly. The following areas will be addressed:

* Agenda
* Self-Assessment
* Performance
* Problem areas
* Personal Development Plan (PDP – training needs, career plans)
* Key Objectives - reviewing previous objectives, setting new objectives (see ‘Guidance’)

***Following Up***

The service manager will write up a Performance Appraisal Report which will summarise what has been discussed and agreed, including the key objectives set for the next period and any commitments made by either party.

You will be given the report to check that it is a fair and accurate account of what has been discussed. Once you have read and agreed with it you will be required to sign the report, a copy will be given to you for your records and a copy held on you personnel file.

***Appeals***

If you are unhappy or feel that any part of the appraisal process has been unfair you can appeal. Please refer to the policy ‘Grievances’.

***Frequency***

Performance Appraisals will be completed at least annually, however this may be increased in the following circumstances:

* New recruits
* An employee who has moved into a new role
* In order to motivate the team and drive the business forward

**Guidance**

***Setting Key Objectives***

The Performance Appraisal cycle is similar to that of the support planning cycle we undertake for our customers. You will be fully involved throughout this process.

**SETTING REVIEWING RE – SETTING**

Each objective should be:

**SPECIFIC**

**MEASURABLE**

**AGREED**

**REALISTIC**

**TIME – LIMITED**